

## IC Memorandum 15-13



**To: KEHP Insurance Coordinators (ICs)**

**From: Department of Employee Insurance (DEI)**

**Re: 2015 LivingWell Promise – Noncompletion Letters**

**Date: May 11, 2015**

Commonwealth of Kentucky  
Personnel Cabinet  
Department of Employee Insurance  
2<sup>nd</sup> Floor, State Office Building  
501 High Street  
Frankfort, Kentucky 40601

Website [kehpn.ky.gov](http://kehpn.ky.gov)

This week KEHP will send members who have not completed their 2015 LivingWell Promise, one final notification letter telling them they have until May 31, 2015 to complete their Promise or they will only be eligible for standard plan options in 2016. Samples of the letters – one for cross-reference members and one for all others – are attached to this memo.

This is not an extension, but an opportunity for those members who have not completed their health assessment or biometric screening one final chance to do so. We used this same process last year. This additional notification process worked – it allowed several thousand more members to complete their Promise and it provided documentation of the additional notification for members who did not complete their Promise.

You will receive a list today of the your members who have not completed their Promise. Due to the delay in processing time between HumanaVitality and KEHP, some of these members may have completed their Promise. In the member letters we also highlighted the fact that if they have completed their Promise they can ignore the letter.

